

CAI
EA
-G 12

AUSTRIA

*A Guide
for Canadian Exporters*



3 1761 11552448 0



External Affairs
Canada

Affaires extérieures
Canada

Publié également en français

AUSTRIA

A Guide for Canadian Exporters

TRADE OFFICE RESPONSIBLE: Commercial Division
Canadian Embassy
Luegerring 10
A-1010 Vienna, Austria

Tel: (222) 63-36-91
Telex: (Destination
code 47) 11-5320
(DOMCAN A)

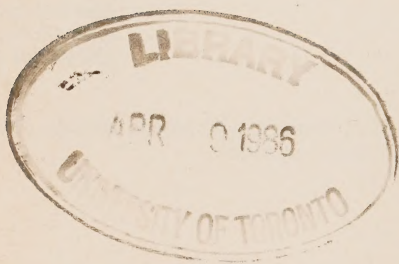
Western Europe II Trade Development Division (RST)
Department of External Affairs
Ottawa, Ontario
K1A 0G2

July 1984



External Affairs
Canada

Affaires extérieures
Canada



CONTENTS

	Page
I. <i>THE COUNTRY</i>	4
II. <i>THE ECONOMY</i>	11
III. <i>BUSINESS INFORMATION</i>	17
IV. <i>YOUR BUSINESS TRIP TO AUSTRIA</i>	25
V. <i>CUSTOMS AND EXCHANGE REGULATIONS AND LEVIES</i>	29
VI. <i>FEDERAL EXPORT PROGRAMS AND SERVICES</i>	33
VII. <i>USEFUL ADDRESSES</i>	35

I. THE COUNTRY

Austria is a mountainous continental country in the heart of Europe covering an area of 84,000 km² (32,000 square miles). Its east/west length is 600 km with a north/south extension of 300 km. In the northern part it is crossed by the mighty Danube River, which is open to shipping from Linz, Austria's major industrial centre, to the Black Sea in the east. There is currently a project under way to connect the upper reaches of the Danube to the great Rhine network, to the west, which will open Austria to Atlantic ports by the end of this century.

Approximately two-thirds of Austria is mountainous alpine territory, reaching an altitude of 3,800 m at the highest point, and 40 per cent of the country is situated above 1,000 m. The Alps extend from Switzerland to the west in full majesty and dwindle thereafter towards the east until they exhaust themselves in the rolling hills of the famed Vienna woods which border the flatlands of the Danubian and Hungarian plains.

Austria shares its 2,600-km border with seven countries: Switzerland and Liechtenstein to the west; the Federal Republic of Germany to the northwest; Italy to the southwest; Yugoslavia to the southeast; and Hungary and Czechoslovakia to the east and northeast, respectively.

Austria is a landlocked country in the heart of Europe straddling an invisible line between today's Western and Eastern Europe. This geographic and historic location is a key to understanding Austria's current economic and trading profile.

A highly industrialized country of approximately 7.5 million people, Austria has developed active trading and economic links with its western European neighbours and with the neighbouring countries of COMECON to the east. The capital, Vienna, is recognized as an **international trading and transit centre for East-West trade and countertrade**, and more recently, in part thanks to Austria's politically neutral stance, it has succeeded in also extending these special international trading activities and connections to other

countries and continents, with particular emphasis on North Africa and the Middle East.

In the period of world-wide prosperity and stability since World War II, Austria has built a high capacity industrial and economic structure. Living standards have gradually moved up to the level of other western industrial countries. Its unique system of "Social Partnership" has helped maintain industrial peace at home (average length of strike down-time per worker is 18 seconds per year). Throughout the post-war years Austria has achieved among the lowest rates of price-wage inflation and unemployment in the Western world.

Austria is also one of the great tourist attractions of Europe, having both extensive historical and cultural attractions as well as highly profiled summer and winter recreation seasons. Tourism provides an important source of foreign income.

History and Government

Historically, modern Austria is a descendant of the mighty Habsburg Austro-Hungarian Empire. Until World War I, this Empire controlled from its capital, Vienna, a multi-national, multi-cultural state of 56 million people comprising, as a core, large regions of today's Austria, Czechoslovakia, Hungary and northern Yugoslavia. The Empire, situated in the centre of Europe at the intersection of the most important cultural zones of Europe, (the Germanic, the Slavic, and the Romanic) was also at the cross-roads of the age-old European transportation routes between north and south, east and west.

The name Austria (*Österreich*, in German) means "the realm in the east" and first appeared approximately 1,000 years ago (in a text dated 976). Austria became differentiated as a distinct territorial area of Europe during the late Middle Ages under the Babenbergers, who ruled it from their Vienna residence for 270 years from the tenth to the thirteenth centuries. In 1273, the Austrian region passed to the Habsburgs, who ruled it as the central part of their Empire for the next 640 years and had a decisive influence over its history and cultural make-up until its demise at the end of World War I.

The Habsburg Empire was one of the three main powers of Europe during the fifteenth to nineteenth centuries. It included peoples belonging to 12 nations who spoke many more languages, yet for several hundred years until World War I, the Empire was recognized as one single ruling authority and a single economic unit.

After the break-up of the Habsburg Empire in 1918, the remaining German-speaking areas were constituted into the first Republic of Austria (1918-1938). This relatively small country approximately the area of today's Austria was unable to cope with the many difficulties of re-adaptation from the past. The collapse of the Empire had caused severe social and political dislocations; the separation of Vienna from its old hinterland had a deep wrenching effect on the region with head offices being cut off from their factories and manufacturers being separated from their former markets or traditional sources of raw materials.

The next two decades were characterized by internal instability, disorder and eventually by civil war. In 1938 came the *Anschluss* by which Austria was totally incorporated into Nazi-Germany and ceased to exist as a separate political state.

During the period 1938-1945 the Austrian economy was substantially re-oriented on a war footing. This conversion permanently changed to some degree the lines of economic activity away from the traditional eastern hinterland towards greater interlinkage with the economies of western Europe.

After the war ended in 1945 Austria remained separated into four zones by the occupying Allied Powers until the signing of the 1955 State Treaty. This agreement made Austria once again a sovereign and independent nation, constituted as the second Republic of Austria.

The 1955 State Treaty provided that Austria would become a neutral country by constitution. As such Austria is not a member of NATO; however, it was a founding member of the European Free Trade Association (EFTA), and more recently has signed a trade agreement with the European Economic Community (EEC) which allows free trade in most industrial products, excluding agriculture.

Austria has a parliamentary democracy based on the principles of other west European democracies. The federal constitution was introduced in 1920 and re-instated in December 1945. The executive consists of the Federal President, who is Head of State and is directly elected every six years, and the Chancellor, who is Head of Government and selects the cabinet.

On the legislative side, Austria has a bicameral Federal Assembly, the National Council, where virtually all legislative authority is concentrated. It is elected on a four-year term.

The Republic of Austria is a member of the United Nations, the IMF, IBRD, OECD, EFTA, GATT, the Council of Europe and several other international organizations. Although not a member of the EEC, Austria has a free trade arrangement with the EEC for most industrial products.

The People

In 1981, Austria had approximately 7.5 million inhabitants, with a higher population concentration in the eastern, flatter part of the country. The overall density is 90 people per square kilometre which is considered to be low for central Europe. The annual population growth is almost nil (0.1%). Ethnic minorities are Croats and Slovenians, which together represent 1 per cent of inhabitants. Nearly 89 per cent of Austrians are Roman Catholics, and 6 per cent are Protestants.

General Information

Climate — The prevailing west and northwest winds, common to central Europe, determine the climate, which is normally temperate, rather changeable, and subject to Atlantic influences (moderately frequent precipitation throughout the year). Typical mean temperatures for Vienna are: summer 19°C (66°F), and winter -2°C (28°F). In winter, some snow will usually stay in the low-lying plains for several weeks during the period January to March. In Alpine regions average temperatures are lower and snow, depending on the altitude, may remain on the ground from November to April.

Language — Apart from their native German, English is spoken by most businessmen as a first foreign

language, followed by French. The East-West business community also generally is fairly fluent in the East European languages.

Principal Cities — Vienna is a three-fold capital being concurrently, the capital of federal Austria, the capital of the province it forms on its own, and the capital of the surrounding Province of Lower Austria. Officially a city of 1.5 million inhabitants, Vienna's economic region comprises about 2.5 million. It is both an industrial and trading city and is the most important business contact point in the country. Linz, located 180 km to the west, is Austria's major industrial centre; having 200,000 inhabitants as a city, it probably comprises twice this number as an economic region. Other major cities are Salzburg and Innsbruck in the west and Graz and Klagenfurt to the south.

Local Time — Austria is one hour ahead of Greenwich Mean Time from October to March. Summer time, normally introduced from April to September, advances the time by one hour as in the neighbouring countries.

Measures — Austria is fully metric and has its own domestic industrial standards (Ö-Norm) following ISO standards recommendations. These standards usually follow the German DIN standards very closely.

Electricity — The supply for domestic use is 220 volt single phase, 50 cycles AC; and 380 volts, three phase, 50 cycles AC for industry. Plugs are standardized and are the same as in Germany.

Currency — The Austrian *Schilling*, subdivided into 100 *Groschen*, is a "hard" currency. For more than a dozen years it has floated in very close parallel with the neighbouring West German Mark.

Business Hours — The 40-hour week has been standard for a number of years.

Manufacturing companies	0730 to 1600 Monday to Thursday 0730 to 1400 Friday
Trading companies	0830 to 1700 Monday to Thursday 0830 to 1400 Friday
Banks (branches have their lunch break from 1230 to 1330)	0800 to 1500 Monday to Friday

Government offices	0800 to 1600 Monday to Friday
Stores	0800 or 0900–1800 Monday to Friday 0800 or 0900–1200 or 1300 Saturday
Canadian Embassy	0800 to 1600 Monday to Friday

Only in exceptional cases can business appointments be made after office hours.

Holidays — The following is a list of official public holidays in Austria.

New Year's Day	January 1
Epiphany	January 6
Easter Monday	variable
Labour Day	May 1
Ascension	variable
Whitmonday	variable
Corpus Christi	variable
Assumption	August 15
National Day	October 26
All Saints' Day	November 1
Immaculate Conception	December 8
Christmas Day	December 25
Boxing Day	December 26

The Canadian Embassy in Vienna observes 11 statutory holidays annually, made up of a selection of Canadian and local holidays which changes slightly every year. Austrians usually extend public holidays informally into long weekends; thus if Thursday is an official holiday, Friday is often taken off as well.

Austrians generally receive a minimum of 4.5 weeks annual vacation. Winter school holidays have a strong effect on the availability of business people as it is virtually a national custom for families to go skiing for one week in early February. Many people are away also during the nine days of Easter school holidays starting on Palm Sunday. Summer vacations are taken in the period from early July to the third week in August, and Christmas holidays from December 24 to January 6 (family skiing again).

Resident International Organizations

Vienna is the seat of the International Atomic Energy Agency (IAEA), of the United Nations Industrial

Development Organization (UNIDO), of the United Nations Relief and Works Agency for Palestine Refugees (UNRWA) and other smaller UN organizations. It is also the seat of the OPEC Oil Secretariat and of its affiliate, the OPEC Fund for International Aid. The International Institute of Applied Analysis (IIASA) is also located here.

Federal Economic Chamber

The Austrian Federal Economic Chamber is a national business organization under public law created by an Act of Parliament. Obligatorily all natural and legal persons entitled to run an enterprise are members, including enterprises under public ownership and control. The Chamber has the task of carrying out the industrial and export market development functions which in Canada would be the responsibility respectively of DRIE and the Department of External Affairs.

Under the Federal Economic Chamber, each of the nine Austrian provinces has a Regional Economic Chamber dealing with matters concerning all facets of business within its boundaries. The nine Provincial Economic Chambers represent 250,700 members. Each enterprise having a license to carry on business automatically becomes a member of its Regional as well as of the Federal Chamber.

The Federal Economic Chamber, headquartered in Vienna, deals with all problems exceeding the regional or provincial jurisdiction, coordinates regional and professional business interests, and maintains international contacts on behalf of its member firms and the provincial Chambers. It operates the Austrian Trade Commissioners' Service and various trade promotional services.

II. THE ECONOMY

The Alp formations in Austria have many ore-bearing strata and yield iron, non-ferrous ores, and various minerals, mined since pre-historic times and sold to all parts of Europe, forming the traditional mainstay of Austria's national economy. As a result, Austria has developed a long-standing tradition in heavy industry, banking and international trade dating back to the mid-19th century. Austria's extensive forests have also been a traditional source of lumber and paper products. In more recent times, reserves of hydrocarbon fuels were discovered although they are now being rapidly depleted. Austria's mountain rivers and the Danube are important sources of hydroelectric power and have made Austria self-sufficient in electricity. Today 20 per cent of land is in agricultural use and another 30 per cent in pasture, and the country is essentially self-sufficient in agricultural products.

Austria has a free market economy in which government ownership plays an important role. After World War II both to protect its assets and to provide the necessary capital for reconstruction, the Austrian government nationalized the vast majority of the iron, steel, non-ferrous metal, coal and oil industries, large segments of the heavy engineering and electrical industries, and three of the largest banks which, in turn, controlled a wide range of smaller enterprises and local banks. Today, direct state ownership accounts for approximately 15 per cent of Austria's industrial production and employs some 100,000 persons and about another 10 per cent of industrial output is produced by enterprises, indirectly controlled through the state-owned banks, who employ some 60,000 persons. These government-controlled sectors together employ some 6 per cent of the total Austrian labour force. Nationalized industries are organized and operated on a basis essentially similar to private firms. Austria also has a large private industrial, trading and banking sector which is modern and well developed.

The skilled and efficient Austrian labour force has a per capita GDP of \$10,000 (1983 average exchange rate of Can \$1 = AS 15).

As in other western countries, the government today exercises broad fiscal and monetary powers and operates various state monopolies, utilities, and services. The economic performance in the post war period has been essentially one of sustained growth (among the highest growth rates of the OECD) accompanied by low inflation and little unemployment.

Industry

Industry, excluding construction, in 1982 contributed nearly 30 per cent of Austria's gross national product (GNP) and employed over 40 per cent of the total labour.

Although several large iron and steel works and chemical plants are in operation, in international terms, most industrial and commercial enterprises are relatively small. One of the main government priorities after World War II was to develop a strong manufacturing and finished goods industry backed up by adequate labour and domestic semi-finished inputs. This essentially has now been achieved, with domestic semi- and fully-fabricated goods making up 64 per cent and imports only 46 per cent of requirements.

In addition to the production of a wide range of finished consumer products, textiles, sporting goods and food products, the principal heavy industrial sectors include iron and steel-making, engineering and steel construction, chemicals, machinery, electrical goods, commercial vehicle and mass-transit transport, as well as lumber and paper.

Austrian industrial engineering and construction firms are active and competitive internationally, and are able to compete on turn-key projects in a number of areas such as steel, pipelines, rail transport, refineries, chemical plants, hotels etc. This may offer opportunities for complementary co-operation between Canadian and Austrian engineering and consulting partners in third markets.

Significant industrial research and development is also carried out in certain industrial sectors producing leading-edge technology and know-how which may be of interest and available for licensing.

Raw Materials and Energy Resources

Austria's most important mineral products are iron ore, magnesite, lignite (brown coal), oil and natural gas and minor quantities of copper, lead and zinc. Austria has to import most other minerals and many basic materials. It presents a good market for Canada in this area (woodpulp, asbestos, various ores, and chemicals).

In terms of energy, Austria's oil production has fallen in recent years and imports have increased. Austria is a significant producer of hydroelectric power meeting 75 per cent of domestic electricity needs (balance is thermal), and is a net exporter of power (net 15 per cent of production). Overall, Austria imported 67 per cent of its total energy requirements in 1982.

Agriculture and Forestry

The 45 per cent of land in agricultural use is split evenly between arable land and pasture; another 40 per cent is classed as forest and woodland. These two economic sectors together contribute 5 per cent of total GDP.

Overall Austria is 95 per cent self-sufficient in agriculture. It generally produces about 80 per cent of its basic food requirements. Livestock and dairy account for some 70 per cent of agricultural production. The country is normally self-sufficient in potatoes, sugar and dairy produce, and nearly so in vegetables. Austria is a traditionally significant producer and exporter of wines and cheeses. In the past three years, Austria attained over-sufficiency in grains and thus became a significant factor in specific export markets (almost 1 million tons in 1982, primarily to COMECON countries).

Transportation and Communications

Austria is a main communications link and transit point serving as bridge between East and West, and Northern and Southern Europe. It is the main road and rail channel for land transport of merchandise between Western Europe, the Balkans and the Middle East. Austria has a dense network of domestic roads and several international freeways linking it to other countries, and 6,000 km of railroads including main-trunk transit lines.

The national carrier, Austrian Airlines, has flights to all the main trade and tourist centres of the Middle East, and is the only western airline to fly to all the capitals of the COMECON countries

In 1982, pipelines pumped 31 million tons of oil of which 70 per cent in transit, and 15 billion m³ of gas of which 75 per cent in transit. Austria in 1983 also completed its first AC/DC coupling link for reciprocal transfer of electricity between the Eastern and Western European power grids.

Tourism

This is a major industry and source of foreign income in Austria, which shares with Switzerland the distinction of having a surplus in its foreign travel account. Austria can boast having summer and winter tourists seasons which are equally busy. In 1981, Austria received over 14 million foreign visitors who registered 92 million overnight stays. Some 70 per cent of overnight tourists came from West Germany, 10 per cent from the Netherlands, and the balance from other European countries. North Americans accounted for only 1.5 per cent of total overnights.

Foreign Trade

As an industrial country with a small domestic market, Austria depends heavily on foreign trade. Austria imports more than it exports (ratio of 1.25 in 1982). In 1982 some 23 per cent of Austrian GDP went into export markets. Austria concentrates considerably on trade with the neighbouring European countries (80 per cent), but relatively little on overseas areas (20 per cent).

Austria is a founding member of EFTA, and since the 1970s has a free-trade arrangement with the EEC from which agricultural products are exempted. Free trade with the United Kingdom and Denmark, originally based on common EFTA membership, has continued after these countries joined the EEC, although duties have been reimposed on some food products.

Transit Trade

Austria's historical trade experience with the eastern region of Europe from the time of the Austro-Hungarian Empire, as well as the country's position today as a neutral state on the border between East and West, have provided the basis for the development of an important form of foreign trade, transit and switch trade in Austria.

Initially, the main aim after World War II was to explore and service the COMECON countries as potential markets for Western exports and also to find buyers in the West for Eastern-produced goods, which could then be paid for in convertible currency.

Today, this type of trade has been extended to other regions of the world, particularly among developing countries. In 1982, transit exports amounted to approximately Can \$2.35 billion and represented 13 per cent of global Austrian exports, and in total were greater than Austria's domestic exports to Eastern Europe (10 per cent). While this has proven lucrative for the Austrian trading community it has also facilitated sales for many foreign exporters.

Table 1. Transit trade in 1982

Total transit exports (Can \$ million)	\$2,360
Percentage to:	
Eastern Europe	40%
Third World	21%
Yugoslavia	16%
Western Countries	33%
(Federal Republic of Germany)	(12%)
Total transit imports (Can \$ million)	\$2,070
Value added (net domestic earnings)	\$ 290

Many Austrian traders are members of the Austrian Transit Traders' Association. The Vienna transit trading community can provide a useful additional source of export leads for Canadian exporters.

Canada-Austria Trade

Canadian trade with Austria in recent years has moved around the Can. \$ 100 million mark in both directions:

Table 2. Bilateral trade 1978-1982

	Canadian exports to Austria from Austrian statistics (Can \$ million)	Austrian exports to Canada from Canadian statistics (Can \$ million)	Balance f Canada (Can \$ million)
1978	57.3	82.4	- 25.1
1979	97.3	101.7	- 4.4
1980	113.7	95.5	+ 18.2
1981	128.0	90.4	+ 37.6
1982	107.7	91.8	+ 15.9

The major Canadian exports to Austria include raw materials (ores, asbestos, pulp), lumber-veneer, polyethylene resin, woodland-log handling equipment, chain saws, telecommunication equipment and ophthalmic supplies.

The major Austrian exports to Canada are cheese, wine, woven fabrics, chemicals, basic steel products, a wide range of machinery (compressors, earth drilling, saw mill, weaving, plastic injection, engines), clothing, skis, ski bindings and boots, spectacles.

III. BUSINESS INFORMATION

Traditionally, the Canadian exports to Austria which have been most successful are raw and industrial materials and product lines which are unique, represent special technology, or otherwise provide a net advantage over competition from Austria's neighbouring Europeans.

In 1982, Canadian exports to Austria were in the range of Can \$ 100 million, of which some 50 per cent were chemicals, food products and raw materials, and 20 per cent comprised semi-finished and finished goods as well as machinery and transportation equipment.

Negative marketing factors affecting Canadian trade relate to the fact that Austria because it is a land-locked country in the centre of Europe, has a particularly close relationship economically with its large and extremely competitive West German neighbour, with which it shares a common language. Also duty-free entry is provided to most products from both the EFTA and EEC (excluding agriculture), whereas Canadian goods entering Austria are subject to the MFN tariff.

Transport sensitive items (cost-wise) face particular difficulties. A solution which, in some cases, has proven successful in penetrating the Austrian and neighbouring markets in both Western and Eastern Europe, is to enter into a co-operation agreement with a local manufacturer in the same field who will incorporate the Canadian components in his product and then cover specific markets.

Trade and Countertrade Facilities to Eastern Europe and Third World Countries

Austria is ideally placed for trade with Eastern Europe and to some extent also with other developing world countries requiring special trading approaches and techniques. Numerous experienced trade and countertrade houses operate here, (some of which are affiliates of large Austrian banks and act also as merchant and trading banks). These organizations provide

advice and assistance on trade leads and negotiations and accept, either as intermediaries or for their own account, counter purchase commitments, switch transactions, etc. of exporters or potential exporters.

Purchasing by United Nations Agencies

Vienna is the headquarters for several United Nations organizations which have purchasing requirements both for products and for services such as feasibility studies.

These organizations are the United Nations Industrial Development Organization (UNIDO), the United Nations Relief and Works Agency for Palestine Refugees (UNRWA) and the International Atomic Energy Agency (IAEA).

It is advisable to register with these organizations in order to receive requests for tenders. The Commercial Division of the Canadian Embassy can introduce Canadian firms and assist them in registering and pursuing sales opportunities. Exporters may also wish to register with the Canadian Commercial Corporation (CCC) in Ottawa which receives requests for tendering from these organizations on a regular basis and in turn sources from its register of Canadian suppliers.

Accessing the Albanian Market

The Commercial Division of the Canadian Embassy in Vienna covers marketing prospects in Albania and can be of assistance to prospective exporters in exploring possibilities there.

Marketing Information

Vienna's metropolitan area with a population of 2 million (25 per cent of Austria's population) accounts for 32 per cent of Austria's retail and 51 per cent of wholesale trade. About 43 per cent of the approximately 4,500 Austrian exporting companies have their main office in Vienna.

Canadian firms can access the Austrian market by (a) selling directly to Austrian importers for resale, (b) selling indirectly through Austrian brokers, representatives, local commission agents or manufacturers or (c) selling directly to the end user. Under certain

conditions, it may become worthwhile to set up a branch office and/or service depot in Austria.

For some product lines, however, the local Austrian market may be too small and/or the Canadian product may require a considerable stock of spare-parts and/or servicing, in which case it might be better to work through an appropriate office or branch agent in a larger neighbouring market such as West Germany which can also cover Austria. Wholesalers and manufacturers often act as agents also.

Although distribution through franchising can be as effective as a branch office, this approach has to date not made significant headway in Austria. Product licensing is becoming more common. In addition to cutting transport costs, it offers marketing advantages as well. Royalty and licence fee payments may be freely transferred out of Austria.

Representation

Some 200 Canadian companies are represented or are doing business in Austria, mainly through local firms. Although agents in other countries, particularly but not exclusively in West Germany, are often used.

In recognition of the relatively small market, agents are generally given exclusive distribution rights for a particular product line. Most Austrian firms insist on a written contract. They are used to extremely favourable financial and material support when introducing new products (advertising costs, high quality sales literature, brochures and manuals in German, display material, demonstration units, etc.).

The Austrian market is extremely competitive, and problems such as delays in answering a business enquiry may easily lose the business to the faster competitor. Marketing in Austria, and especially through Austria into Eastern Europe and Third World Countries, demands flexibility and adjustment to local business practices.

Government Purchasing

Invitations for public tender are issued directly by the various Austrian ministries and offices of provincial governments. Most public tenders have deadlines of up to four weeks only. This can be a problem,

although for particularly sophisticated products or facilities, the deadline can extend to six months.

Austrian federal government purchasing must follow the Austrian standards issued in a document called *Placing Orders by Public Authorities*. Austria signed the GATT MTN Agreement on Government Procurement in September 1981 and it should now be easier for interested Canadian companies to participate in bidding.

Advertising

The usual facilities and media employed in Canada are also available in Austria. There are a number of good advertising agencies but any activity in this direction should be discussed first with your local agent. Although business people understand English, promotion literature should be in German to command the attention it deserves in competition with local and neighbouring suppliers (West Germany and Switzerland).

Credit Check on Companies

Status reports on the financial situation of buyers and/or suitability of local firms as representatives may be obtained at cost from the Commercial Division of the Canadian Embassy. A normal check (information usually provided within three weeks) costs about Can \$ 35.00, whereas urgent requests (information provided within one week) cost approximately Can \$ 70.00 each. Cost recovery is automatically carried out to requesting companies via the Department of External Affairs in Ottawa.

Price Quotations

Prices should be quoted c.i.f. north European ports (Hamburg, Bremen, Rotterdam) in Canadian or United States dollars, preferably based on container loads or other suitable units to permit comparison of offers.

If only f.o.b. Canadian port quotations are provided, as is too frequently the case, land-locked Austrian buyers have difficulty in calculating freight costs and often simply disregard the offer. However, when actually ordering, a buyer may ask for the f.o.b. price to see if organizing freight himself might offer a cost-saving.

How to Prepare a Bid in Austria

The better the bid, the better its chances. Interested buyers must be able to compare the offer quickly with other bids. Therefore, it should contain:

- (1) precise description of the goods and the packaging, specific measurements and weight in metric units, and other details regarding quality, and/or technical data;
- (2) the price, including discounts, if possible stated in Austrian schillings, and the terms of payment;
- (3) freight and insurance cost as well as the ex-factory commodity price. Bids based on c.i.f. European port of destination add significant transparency for importers who compare with offers from other European suppliers in this landlocked country, and have considerably better chance of success than offers made ex-factory or f.o.b. Canadian port;
- (4) terms of delivery and the period during which the offer is held valid;
- (5) quotations preferably in German;
- (6) illustrated sales literature and in the case of smaller consumer products it is helpful also to send samples.

After ordering, the Austrian importer expects confirmation from the supplier. If accepted without changes, a general confirmation is sufficient; however, if accepted with modifications these must be specially confirmed by the seller.

Methods of Payment

Payment performance of established Austrian importers is generally good. Payment under irrevocable letter of credit is usual unless the customer becomes well known to the exporter. In general, payment terms in Austria are very liberal, with buyers expecting discounts of 2 to 3 per cent for payments within 10 days and prices "net" for up to 90 days.

Foreign Currency Payments

Payment for imports from and originating in countries with which Austria makes settlement in convertible

currencies (including Canada) do not require exchange licenses.

Debt Collection

Once direct discussion and negotiation concerning a debt have failed, the claimant in a first phase, has the choice of either working through a lawyer to legally establish the validity of the claim and obtain a corresponding court order, or of using a debt collection agency depending on the nature of the claim. Court orders usually specify a settlement date after which, in case of non-settlement, a claimant's lawyer in a second phase can reapply to court to have the law enforced. If the claim is large enough to force the defendant into financial difficulty (which might prove counter-productive in the Austrian legal setting), it may be advisable to pursue the debtor initially through a debt collection agency.

Patents, Trademarks and Copyrights

Austria is a member of the "Paris Union" International Convention for the Protection of Industrial Property. It adhered to both the Patent Co-operation Treaty and the European Patent Convention in 1979. This simplifies procedures for obtaining international patent protection. Patents are granted for 18 years.

Trademarks are protected under the Trademark Protection Law. Austria has adopted the Nice International Classification System for registration purposes. Trade mark registrations are valid for 10 years, and may be renewed for similar periods.

Protection of copyrights in Austria is governed by the Copyright Statute of 1936, as amended in 1972, and the protection offered is similar to other western countries.

Investment

Total direct foreign investment in Austria exceeds Can \$ 4 billion and foreign firms employ about 20 per cent of industrial wage earners. One-third of this foreign capital is invested via Switzerland and Liechtenstein, one-quarter is from West Germany and one-seventh from the United States. Foreign investment is concentrated in specific sectors, such as

trade, metalworking, automotive, petroleum and chemical industries and to a minor extent in small business.

There are no restrictions regarding the percentage of foreign ownership. The Austrian National Bank administers exchange controls and thereby the inflows of foreign capital; permission for direct investments by non-residents is usually granted. Profits made in Austria by non-residents can be transferred out.

Austria welcomes direct foreign investment that creates new employment, introduces high technology, or uses products of local industry and that is not in sectors with excess production capacity. Nevertheless, simple takeovers of existing healthy enterprises are not encouraged. The official attitude towards foreign investment is liberal; however, investment activity can be subject to regulation for various reasons.

The federal government offers indirect tax incentives to foreign investment, as well as European ERP Fund Loans, export financing and low interest start-up loans. The provincial governments also offer low interest subsidies, land grants and credit guarantees for foreign investment in depressed areas.

Austrian capital may not be freely transferred abroad without permission from the National Bank. In general, permission is given for productive investments abroad where it can be demonstrated that there will be some economic benefit to Austria, e.g. increased export, retention of market, profit reinvestment in Austria, etc.

Business Taxation

A Canada-Austria Double Taxation Agreement was signed in December 1980. Industrial and commercial profits of an enterprise made in one country are not taxed in the other country unless the enterprise has a "permanent establishment" there.

Taxes are numerous, and it is not possible in this booklet to go into detail. In general, however, they would not affect the Canadian exporter except as described in section V, *Customs and Exchange Regulations and Levies*.

A Value Added Tax (VAT) was introduced in 1973. Effective January 1, 1984, the general rate was increased to 20 per cent. A reduced rate of 10 per cent applies for necessities such as foodstuffs, agricultural products, books, the health care field, while a luxury rate of 32 per cent is imposed on "non-essential" goods, e.g., automobiles, photo equipment, jewellery and furs.

Free Trade Zones

Free trade zones are maintained in Graz, Innsbruck, Linz and Vienna. The latter two have extensive free port facilities on the Danube River.

Trade Fairs

Austria offers a broad selection of fairs, trade shows, congresses. Most of them are held in Vienna, sometimes in spring but mostly during the fall season.

Congresses normally have an international character, whereas most Austrian fairs are local in nature or have a wholesaler-retailer orientation. Larger fairs are held in Vienna, Graz, Klagenfurt, Salzburg, Innsbruck and Wels. Specific advice and recommendations can be obtained from the Commercial Division of the Canadian Embassy.

IV. *YOUR BUSINESS TRIP TO AUSTRIA*

Service of the Trade Commissioner

The Commercial Division of the Embassy can function as a liaison office between Canadian firms and local domestic and international business and industry. Business opportunities for Canada are actively sought and relayed to interested Canadian firms either directly or through the Canadian regional offices of the Department of Regional Industrial Expansion (DRIE). Potential buyers and sellers are brought together and advice is offered as required. Market surveys (of reasonable proportion) are conducted on behalf of Canadian firms; and agents, distributors or other outlets as well as suitable marketing techniques and approaches are recommended.

In the final analysis, there is no substitute for a personal visit. The exporter has to study and evaluate the market on the spot to make final decisions on the selling approach.

When planning your business trip to Austria, you should first contact the regional export officer at the nearest DRIE regional office in your area who is able to inform you of the range of federal programs and assistance available to exporters. You should also advise the Trade Commissioner at the Commercial Division of the Embassy well in advance of your arrival (either directly or through the regional export officer), outlining the purpose of your visit and providing several copies of brochures or other relevant information on your product or service. It is advisable to work out the c.i.f. prices on at least part of your product range and to list any contacts you may already have in the Austrian business community. With this information at his disposal, the Trade Commissioner will be pleased to arrange appointments on your behalf which can be confirmed upon your arrival.

Travel Documents

For a stay in Austria of less than three months, only a valid passport is required; visas or vaccination certificates are not necessary.

When to Go

Any time is suitable but one should avoid holiday seasons (summer, winter break, etc.) as Austrians are used to long vacations and the exodus can be extensive. Many foreign businessmen prefer to come in the spring or autumn. Hotel reservations should be made well in advance as accommodations in Vienna are booked weeks ahead at these peak periods.

How to Get There

At present there are no direct flights from Canada to Austria. Any large airport in Western Europe is suitable as a transit point to Vienna and other select Austrian cities. Direct flights for example are available from London, Frankfurt or Zürich.

Vienna has daily service by Tyrolean Airways to and from Innsbruck, and by Austrian Airlines to and from Graz, Klagenfurt, Linz and Salzburg.

The Vienna Airport Schwechat is located about 18 km from the city centre, and has an excellent airport bus connection to the downtown Air Terminal adjacent to the Hilton Hotel.

The railway system in Europe can be very efficient and very economical when using Euro-Rail tickets. Long-distance direct trains arrive and leave Vienna and some other Austrian cities daily for destinations from and to almost all points in Europe. The state-owned railway links all provincial capitals, some of them at hourly intervals during the day.

A good road network spans the whole country. The speed limit on divided highways is 130 km/h, on single lane highways 100 km/h, and in cities, towns and villages mostly 50 km/h.

All international car rental companies have offices at the airport and in major cities.

Vienna's public transport system is very efficient and sometimes faster than taxis. Tickets are valid on all

major modes including multiple transfer possibilities but should be bought in advance, either single one-way tickets or three-day passes.

Hotels

Excellent facilities of international standard are available in larger Austrian cities. In Vienna, travellers are advised to book early, particularly for the fall season, but also when fairs and international congresses are held and during the tourist season. The Embassy can obtain government rates for business travellers at the Vienna Hilton and Intercontinental. Reservations through the Embassy are usually made on a "guaranteed arrival" basis, and should a "no-show" occur without written prior cancellation either direct or through the Embassy, the originator will be billed for one night.

In addition to hotels of various classes there are many small comfortable "Pensions" available at lower rates with breakfast included but these are not always of "international" standard.

Tipping

In Austria tipping is more frequent than in Canada for small services. By law a service charge of 10 per cent is included in restaurants bills, therefore theoretically additional tipping is discretionary. In practice however, an additional tip is usual and expected, ranging from 3 to 10 per cent according to service (round off the bill within this range, minimum five schillings). The same applies for taxis. Concierges of hotels also expect a tip for special services rendered, e.g.: obtaining theater tickets, repairs, etc. Porters in railway stations and airports have a fixed rate; in hotels the amount is discretionary and compares to international practice.

Travel Tips

Seasoned business travellers bring a number of useful business supplies. Among those recommended are:

- company stationery;
- sufficient business cards (although facilities are available for rapid printing if required, they are expensive);

- extra passport photos;
- small giveaways with firm's name printed on them.

Business Calls

A complete presentation on the first call is most important. This should include literature, specifications, samples if possible, and all the price, delivery and quality-control information a buyer needs to compare the seller's capabilities with his current sources. Many buyers keep up-to-date records on their suppliers and a favourable impression is made if a resumé, including the following can be supplied at the time of the first visit:

- vendor's name, address and telephone number
- name, address and telephone number of local representative, if applicable
- date company established
- size of plant
- number of employees
- principal products
- location of plants
- description of production facilities and equipment
- transportation facilities
- approximate yearly sales volume
- three representative customers
- copies of advertisement published in Canada
- financial and credit rating.

Follow-up

Appropriate follow-up can be crucial to the success of your business trip to Austria. Thank-you notes, brochures and requested information should be quickly dispatched and regular contact should be maintained with the Trade Commissioner, representatives and important customers. The Trade Commissioner is also prepared to do a follow-up on your behalf.

V. CUSTOMS AND EXCHANGE REGULATIONS AND LEVIES

Canadian Export Documents

All Canadian exports must be accompanied by Canadian customs export form B-13. Canada Customs require three copies at the time of export but it is wise to prepare at least five. Two numbered copies will then be returned to the exporter unless otherwise specified on the B-13. By doing this, the exporter avoids having to submit a form C-6 for additional certified copies of the B-13 should the goods be returned to Canada for any reason. Two numbered copies of the B-13 must always accompany the Canadian customs entry as proof of export.

B-13s may be obtained from Canada Customs offices across Canada.

Import Regulations

Austrian trade policy in recent years has evolved in an increasingly liberal direction, and except for a few agricultural items, import restrictions have been removed.

Austrian imports are divided into three groups for licensing purposes: free merchandise for which no licence is required; controlled merchandise for which individual licences are required; and liberalized merchandise for which licences are granted automatically by Austrian Customs at the time of entry. For controlled merchandise individual licences are issued by the Federal Ministry of Trade, Commerce and Industry, the Federal Ministry of Agriculture and Forestry or the Ministry of Finance, depending on the product.

Customs Duties and Levies

The Austrian customs tariff uses the CCCN (Customs Co-operation Council Nomenclature) formerly known as the Brussels Tariff Nomenclature (BTN). The tariff specifies the applicable duties under the headings of: General rate; GATT rate; Preferential Tariff rate for developing countries; plus columns listing the rates applicable to goods imported under the auspices of the Free Trade Agreements with the EEC and the other EFTA countries.

The important point concerning Austrian customs duties is that for Canadian goods the GATT rate applies whereas most industrial and commercially manufactured goods from member states of the EEC and of EFTA can be imported free of duty.

Customs duties are based on c.i.f. Austrian border prices. In general, raw materials are subject to ad valorem rates which range from duty-free to 10 per cent. Duties on semi-finished products range up to 20 per cent while the majority of finished goods are subject to rates of 0 to 15 per cent. Most agricultural and related products are subject to specific duties although some are duty free. Many industrial products may enter duty free or at reduced rates when such products are not manufactured or are manufactured in insufficient quantities or not of comparable quality in Austria.

All imported goods are subject to the same Value Added Tax (VAT) as domestic goods. It is levied on the c.i.f. duty-paid price, including any excise taxes or agricultural levies. All imported goods are subject to a foreign trade promotion charge of 0.3 per cent assessed on the c.i.f. value. This tax applies to exports as well and is used to defray the costs and expenses of promoting Austrian foreign trade. In addition, a small trade statistical fee is levied on both imports and exports.

Excise taxes are imposed on the following products, whether manufactured domestically or imported: spirits, beer, sparkling wine, tobacco products, starch and mineral oil products.

Special regulations. There are strict standards regarding the importation of foodstuffs, alcoholic drinks, plants and seeds, pharmaceuticals, textiles and electrical goods. In some cases import permits or licences are required.

Documentation

Commercial invoices should be supplied in duplicate and should show names and addresses of shipper and consignee, country of origin, the CCCN number and a full description of the goods including marks, number of packages, value, net and gross weights in metric units. The invoice should be signed and certified true and correct by the signing officer of the exporting firm. Where goods are subject to ad valorem duties, the invoice should be made out in German giving details of transportation costs, rebates and commission. For textiles, exact information as to type, width, weight and composition of fabric must be included on the customs invoice.

Some items require a **Certificate of Origin**. Exporters should check with their Austrian importer to determine if it is required. If so, three copies on forms sold by commercial printers, are needed. The certificate must be signed by the exporter and certified by a recognized Chamber of Commerce which retains one notarized copy and returns two copies. The certificate must be in the possession of the Austrian importer at the time of entry. The Certificate must clearly show marks, numbers, weight and value. All imports of textile products require a Certificate of Origin.

Samples

Samples of no commercial value are admitted free of duty and tax and do not require import licences. Other samples may be imported under an ATA Carnet.

The Carnet (Admission Temporaire — Temporary Admission), commonly known as the ATA Carnet, is a special customs document that simplifies customs procedures for business and professional people wishing to take commercial samples, professional equipment and related materials into most major countries for a temporary period.

Consumable or other disposable goods, such as leaflets, brochures, cleaning materials, paints, oils, and goods which are either given away, disposed of, or used abroad, are excluded from the Carnet system. Also excluded, because they are not considered samples, are unmounted gem stones, one-of-a-kind mounted gems or pieces of jewellery; handmade one-of-a-kind articles, such as carpets, certain pieces of furniture, paintings, sculptures, etc.

Any doubt as to whether an item can be covered by a Carnet should be referred to the Canadian Chamber of Commerce, which reserves the right to refuse to issue a Carnet to any applicant.

Further information and application forms may be obtained from:

Carnet Canada
The Canadian Chamber
of Commerce
1080 Beaver Hall Hill
Montréal, Québec
H2Z 1T2
Tel: (514) 866-4334

Carnet Canada
The Canadian Chamber
of Commerce
First Canadian Place
33rd Floor
Toronto, Ontario
M5X 1B1
Tel: (416) 868-6415

Labelling

There is no general requirement concerning country of origin identification. However, labels which may tend to mislead the purchaser as to the true nature or origin of the product are prohibited. Certain commodity imports are subject to detailed regulations regarding labelling, which should be obtained from the importer. Such products include textiles, detergents, household chemicals, paint, cosmetics, adhesives, food. Customs officials will check products for proper labelling and order the importer to correct non-conforming items within three weeks, which may present serious financial and other problems; therefore, correct labelling by the manufacturer is preferred.

VI. *FEDERAL EXPORT PROGRAMS AND SERVICES*

To further Canadian export development objectives, two federal trade promotional programs are available, namely:

- a) the Promotional Projects Program (PPP) through which the Department of External Affairs plans and implements promotional projects abroad; and
- b) the Program for Export Market Development (PEMD) through which repayable loans are made to individual companies to cover costs in developing export business which might otherwise not be undertaken.

Through the PPP, Canadian trade fairs abroad, trade missions and trade visits are initiated, organized and implemented by the department. The range of these activities includes participation in international trade fairs, solo shows and in-store promotions; the organizing of technical seminars and trade missions abroad; and the sponsoring of foreign visits to Canada to stimulate the sale of Canadian products in various export markets.

In contrast to the PPP projects, proposals under PEMD are made by Canadian industry rather than the government. Through PEMD, repayable loans are made to individual companies to cover costs in developing export business which, because of the risks involved, might otherwise discourage such initiatives. PEMD is made up of several sections each of which is designed to deal most effectively with a particular market in terms of the regions, products or services and marketing techniques concerned. Section A deals with Canadian participation in capital projects abroad; Section B, with the export of Canadian products and services; Section C, with participation in trade fairs abroad; Section D, with the bringing of foreign buyers to Canada; and Section E, with the formation of export consortia. In all sections, companies are encouraged to develop self-sustaining export markets

for their products. (*For details, see the PEMD brochures*).

Export Development Corporation

Of importance to Canadian businessmen is the Export Development Corporation (EDC), a crown corporation that reports to Parliament through the Minister for International Trade.

The main functions of EDC are:

1. to insure the Canadian exporter against non-payment due to credit or political risks beyond the control of either the exporter or the buyer when export sales are made on normal credit terms. Almost all export transactions are insurable, including those involving invisible exports such as managerial services, advertising programs, the licensing or sale of patents, trademarks or copyrights;
2. to issue appropriate guarantees to chartered banks or to any person providing non-recourse supplier financing in respect of an export sale; guarantees may also be issued in connection with a loan made to a foreign buyer for the purchase of Canadian goods and services;
3. to finance foreign buyers of Canadian capital goods and related services when extended credit terms are necessary and not available from commercial lenders; major engineering and other technical services may be financed, even when such sales are not related to the export of goods;
4. to insure Canadian investments abroad against non-commercial risks such as loss through confiscation, expropriation, war or revolution or the inability to repatriate capital or earnings.

For further information on EDC services contact:

Export Development Corporation
Head Office
110 O'Connor Street
Ottawa, Ontario
K1P 5T9

Tel: (613) 237-2570
Telex: 053-4136

VII. USEFUL ADDRESSES

In Austria

Canadian Embassy

Dr. Karl Luegerring 10
A-1010 Vienna
Tel: (0222) 63-36-91
Telex: (47) 11-5320 (DOMCAN A)
Cable: CANADIAN VIENNA

Air Canada

Opernringhof
A-1010 Vienna
Tel: (0222) 57-17-98
Telex: 11-1415 AIRCA A

CP Air

Hilton Centre
Am Stadtpark
A-1030 Vienna
Tel: (0222) 75-75-75
Telex: 132510 CPA A

IAEA

P.O. Box 100
A-1400 Vienna
Tel: (0222) 23-60-0

UNRWA

P.O. Box 700
A-1400 Vienna
Tel: (0222) 26-31-0
Telex: 135310 UNRWA A

UNIDO

P.O. Box 300
A-1400 Vienna
Tel: (0222) 26-31-0

Chamber of Commerce

North America Desk
Stubenring 12
A-1010 Vienna
Tel: (0222) 52-15-11/ext. 204

Forwarding Agents

The following forwarding agents can assist in all matters concerning customs clearance, deliveries, collections and dispatch. Most have offices in Canada.

Intercontinentale
Bleibtreustrasse 2
A-1180 Vienna
Telex: 114112

Panalpina
Untere Viaduktgasse 4
A-1030 Vienna
Telex: 114372

Schenker & Co.
Hoher Markt 12
A-1011 Vienna
Telex: 114202

Kühne & Nagel GmbH
Freudenauer
Hafenstrasse 31
A-1020 Vienna
Telex: 134202

Kirchner & Co.
Fischhof 3
A-1010 Vienna
Telex: 115166

A. Kühner & Sohn
Blumauergasse 6
A-1020 Vienna
Telex: 133870

Banking

There are no Canadian banks established in Austria. However, all major Austrian banks are correspondents of the major Canadian banks. The largest Austrian banks are:

Creditanstalt Bankverein
Schottengasse 6-8
A-1010 Vienna
Tel: (0222) 63-69-0

**Österreichische
Länderbank AG**
Am Hof 2
A-1010 Vienna
Tel: (0222) 66-24-0

**Erste Österreichische
Spar-Casse**
Graben 21
A-1010 Vienna
Tel: (0222) 66-18-0

**Zentralsparkasse und
Kommerzialbank**
Vordere
Zollamtsstrasse 13
A-1030 Vienna
Tel: (0222) 72-92-0

**Girozentrale und Bank
Österreichischen
Sparkassen AG**
Schubertring 5
A-1010 Vienna
Tel: (0222) 72-94-0

**Bank für Arbeit und
Wirtschaft AG
(BAWAG)**
Seitzergasse 2-4
A-1010 Vienna
Tel: (0222) 66-29-0

Canadian Bank Branches Responsible for:

Austria

Royal Bank of Canada

3, rue Scribe
F-75440 Paris, France
Tel: 742-02-62
Telex: 22671

Bank of Montreal

Ulmenstrasse 37-39
D-6000 Frankfurt,
West Germany
Tel: (0611) 72-03-01
Telex: 414800 BOMD

Bank of Nova Scotia

12 Berkeley Square
London W1X 6HU,
England
Tel: 01-491-4200
Telex: 28519 BNSREG

Canadian Imperial Bank of Commerce

Bockenheimer
Landstrasse 51-53
D-6000 Frankfurt,
West Germany
Tel: (0611) 71-21-0
Telex: 412985 Code 803

Toronto-Dominion Bank

St. Helen's
1 Undershaft
London EC3A 8HU,
England
Tel: 01-283-0011
Telex: 886142

Banque Nationale du Canada

47, avenue George V
F-75008 Paris, France
Tel: 720-12-00
Telex: 610-114

Eastern Europe

Paris office

Bank of Montreal

47 Threadneedle Street
London EC2R 8AN,
England
Tel: 01-638-1722
Telex: 28803
HOCHELAGA

London office

Canadian Imperial Bank of Commerce

Bleicherweg 39
CH-8002 Zurich,
Switzerland
Tel: 202-16-52
Telex: 53364 Code 806

London office

Other Branches Nearby

The Royal Bank of Canada

Bockenheimer
Landstrasse 61
D-6000 Frankfurt
West Germany
Tel: (0611) 71-45-1

The Toronto-Dominion Bank

Mainzer Landstrasse 46
D-6000 Frankfurt,
West Germany
Tel: (0611) 71-73-91

The Bank of Nova Scotia

Friedensstrasse 4
D-6000 Frankfurt,
West Germany
Tel: (0611) 28-08-86

In Canada

The Austrian Trade Commissioner

1010 Sherbrooke Street W.
Suite 1410
Montréal, Québec
H3A 2R7
Tel: (514) 849-3708
Telex: 527391
SUDZTOCOM MTL
Cable: Austrocom
Montreal

The Austrian Trade Commissioner

736 Granville Street
Suite 1220-1223
Vancouver, B.C.
Tel: (604) 683-5808/09
Telex: 451255
AUSTROCAN VCR
Cable: Austrotrad
Vancouver B.C.

The Austrian Trade Commissioner

2 Bloor Street East
Suite 3330
Toronto, Ontario
M4W 1A8
Tel: (416) 967-3348
Telex: 623196 AUTRAD
TOR
Cable: Austrotrad Toronto

For Customs Enquiries

The Deputy Minister of National Revenue

Customs and Excise

Ottawa, Ontario

K1A 0L5

Tel: (613) 593-5102

Telex: 053-3330 (CUSTEX OTT)

For Canadian Import Regulations

Special Trade Relations Bureau

Department of External Affairs

125 Sussex Drive

Ottawa, Ontario

K1A 0G2

Tel: (613) 995-8356

Telex: 053-3745

For Health Labels Enquiries

Department of Consumer and Corporate Affairs

Place du Portage Tower 1

50 Victoria Street

Hull, Québec

(Mailing Address: Ottawa, Ontario K1A 0C9)

Tel: 997-2938

Telex: 053-3694 CCA Hull

For Canadian Food and Drug Regulations

Department of Health and Welfare

Brooke Claxton Building

de la Colombine Boulevard

Tunney's Pasture

Ottawa, Ontario

K1A 0K9

Tel: (613) 996-4950

Telex: 053-3270 (HWC OTT)

Regional Offices in Canada

If you have not previously marketed abroad, contact any regional office of the Department of Regional Industrial Expansion at the addresses listed below.

Alberta

Department of Regional
Industrial Expansion
The Cornerpoint Building,
Suite 505
10179 - 105th Street
Edmonton, Alberta
T5J 3S3

Tel: (403) 420-2944
Telex: 037-2762
Facsimile: (403) 420-2942

British Columbia

Department of Regional
Industrial Expansion
Bentall Centre, Tower IV
Suite 1101
1055 Dunsmuir Street
P.O. Box 49178
Vancouver,
British Columbia
V7X 1K8

Tel: (604) 661-1434
Telex: 04-51191
Facsimile: (604) 666-8330

Manitoba

Department of Regional
Industrial Expansion
3 Lakeview Square
4th Floor
185 Carlton Street
Winnipeg, Manitoba
R3C 2V2

Tel: (204) 949-4090
Telex: 075-7624
Facsimile: (204) 949-2187

New Brunswick

Department of Regional
Industrial Expansion
P.O. Box 578
590 Brunswick Street
Fredericton,
New Brunswick
E3B 5A6

Tel: (506) 452-3190
Telex: 014-46140
Facsimile: (506) 452-3173

Newfoundland

Department of Regional
Industrial Expansion
Parsons Building
90 O'Leary Avenue
P.O. Box 8950
St. John's, Newfoundland
A1B 3R9

Tel: (709) 772-4884
Telex: 016-4749
Facsimile: (709) 772-5093

Nova Scotia

Department of Regional
Industrial Expansion
1496 Lower Water Street
P.O. Box 940,
Station "M"
Halifax, Nova Scotia
B3J 2V9

Tel: (902) 426-7540
Telex: 019-22525
Facsimile: (902) 426-2624

Ontario

Department of Regional
Industrial Expansion
1 First Canadian Place
Suite 4840
P.O. Box 98
Toronto, Ontario
M5X 1B1

Tel: (416) 365-3737
Telex: 065-24378
Facsimile: (416) 366-9082

Prince Edward Island

Department of Regional
Industrial Expansion
Confederation Court
134 Kent Street,
Suite 400
P.O. Box 1115
Charlottetown,
Prince Edward Island
C1A 7M8

Tel: (902) 566-7400
Telex: 014-44129
Facsimile: (902) 566-7431

Québec

Department of Regional
Industrial Expansion
Stock Exchange Tower
800 Victoria Square
P.O. Box 247
Montréal, Québec
H4Z 1E8

Tel: (514) 283-7907
Telex: 055-60768
Facsimile: (514) 283-3302

Saskatchewan

Department of Regional
Industrial Expansion
Bessborough Tower
Suite 814
601 Spadina Crescent
East
Saskatoon, Saskatchewan
S7K 3G8

Tel: (306) 665-4400
Telex: 074-2742
Facsimile: (306) 665-4399

Notes

Austria

LEGEND

- - - International Boundaries
- City
- ⊙ Capital City
- Provincial Boundaries
- +++ Main Railways

Czechoslovakia

Federal Republic of Germany

Austria

Krems

Linz

Lower Austria

Vienna

Wels

St. Pölten

Steyr

Wiener Neustadt

Salzburg

Upper Austria

Eisenstadt

Bregenz

Innsbruck

Dornbirn

Vorarlberg

Tirol

Salzburg

Leoben

Styria

Burgenland

Hungary

Lienz

Spittal

Carinthia

Tirol

Villach

Klagenfurt

Graz

Yugoslavia

Italy

Switzerland

Canada

Canada